

- > I just had an interesting call from an irate Adelphia cable subscriber.
She
- > was advised by Adelphia that they could not connect her "cable modem"
- > service because they were out of space on the node that services her new
- > home/home office. Adelphia cannot give her a time when the "cable modem"
- > service will be available because - due to their recent financial
- > difficulties - they cannot purchase the necessary equipment to upgrade
- > their nodes.
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- > Okay, so recently our Office has gotten numerous calls from Adelphia
- > customers who are being boldly told by the company's reps that they can't
- do
- > anything "due to financial difficulties". But the really interesting
- thing
- > about this call was that the customer called the FCC to find out what
- could
- > be done to get Adelphia to hook up her "cable modem" - because high speed
- > internet service is vital to her home business operations.
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- > Guess what the FCC did - surprise of surprises - they told her to call her
- > local city/county cable office!!! Hey - wasn't it the FCC who just
- > determined that these modem services were "information" and not "cable"
- > services???
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- > What are we missing here? Maybe some accountability!
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